



# Haverhill

Human Resources Department, Room 306  
Phone: (978) 374-2357 Fax: (978) 374-2343

Denise McClanahan, HR Director – [dmccclanahan@cityofhaverhill.com](mailto:dmccclanahan@cityofhaverhill.com)  
Sheila Pelczar, HR Technician – [spelczar@cityofhaverhill.com](mailto:spelczar@cityofhaverhill.com)

September 13, 2017

**Job # 2017-031**  
**Room306**  
**Human Resources**

**PLEASE POST**  
**ANTICIPATED OPENING**

**POSITION:**                   **TECHNICAL ASSISTANT/YOUTH SERVICES**  
**HAVERHILL PUBLIC LIBRARY**

**HOURS OF WORK:**       **30 HOURS PER WEEK**  
**(INCLUDES EVENINGS AND WEEKENDS)**

**SALARY:**                   **\$14.69 - \$16.42 PER HOUR**  
**(ACCORDING TO CONTRACTUAL SALARY SCHEDULE)**  
**(INCLUDES CITY BENEFITS)**

**JOB SUMMARY:**

Assists all patrons in the use of library equipment and materials including patron-use computers. Helps plan, publicize and implement programs for children and their caregivers. Participates in collection development, reference services and reader's advisory for young patrons. Assists in planning, scheduling and providing tours to local schools and other community organizations, both in and out of the library.

**SUPERVISION RECEIVED:**

Works under the supervision of the Youth Services Department Head, with additional guidance from Administrative Staff.

**SUPERVISION EXERCISED:**

Provides limited direction to the page staff, may be asked to serve as manager in absence of Department Head.

**STATEMENT OF DUTIES AND RESPONSIBILITIES:**

Provides library patrons with the service and attention they require in a pleasant and helpful manner. Refers patron to the staff person best able to help. Checks library materials in and out. Checks condition of materials and routes to appropriate departments for further evaluation if necessary.

Processes reserve materials and notifies patron when materials are ready. Introduces new patrons to the library services offered. Performs Reader's Advisory service by helping patrons select items, familiarizing self with collection, and continually evaluating the needs of the collection. Participates in formulating special display areas.

Opens and closes the Youth Services area, including managing the cash register, collecting recently returned books from the Circulation area, and ensuring that the area is neat and ready for the day. Handles telephone calls appropriate to the department and routes other calls if necessary.

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Participates in library outreach on a regular basis. Plans, implements, and evaluates youth programming. Performs other duties as required, including filling in at other service desks.

## **KNOWLEDGE, SKILLS, AND DESIRED ABILITIES:**

Ability to meet people easily and get along well with others. Ability to express one's self clearly, concisely, and pleasantly in the English language both orally, in person, and over the phone, and in writing. Ability to handle minute detail. Accurate typing and word processing skills; proficient in Microsoft Office suite, database, and ILS. Ability to learn new skills quickly. Ability to handle situations with tact, courtesy, initiative, resourcefulness, good judgement and punctuality. Ability to multitask and perform duties with little supervision.

## **PHYSICAL REQUIREMENTS:**

Must be able to push or pull carts full of books weighing up to seventy-five (75) pounds. Must be able to lift objects weighing up to fifty (50) pounds. Moderate amount of bending, squatting, lifting, stretching, standing, and walking on a frequent basis; must be able to use a two-step footstool. Must be able to use voice communication to answer the telephone. Must be able to stand for extended periods of time. Must be able to effectively communicate with the public. Attendance is mandatory.

## **MINIMUM QUALIFICATIONS NEEDED:**

Bachelor's Degree required, MLS or Equivalent Graduate Degree is a plus. Previous library experience 1-3 years, specific to Youth Services, knowledge of current educational theory and practice is highly desirable.

Applicants will be required to undergo a background check including CORI screening prior to appointment.

## **CLOSING DATE:**

**FRIDAY, SEPTEMBER 29, 2017**

## **SUBMIT COVER LETTER, RESUME AND APPLICATION TO:**

**Denise McClanahan, Human Resources Director  
City of Haverhill  
4 Summer Street Room 306  
Haverhill, MA 01830**

"The City of Haverhill is an Equal Opportunity/Affirmative Action Employer."

## **APPLICATION IS AVAILABLE ONLINE AT:**

**[http://www.haverhillma.gov/departments/human\\_resources/job\\_opportunities.php](http://www.haverhillma.gov/departments/human_resources/job_opportunities.php)**

**Application can be saved and sent as attachment when applying online. Email should be sent to [hrd@cityofhaverhill.com](mailto:hrd@cityofhaverhill.com). PLEASE REFERENCE JOB # 2017-031 WHEN APPLYING ONLINE.**